



# The Human Touch

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TOGETHER WE MAKE A DIFFERENCE

## DHS Employees Find Hobbies Offer Great Stress Relief



**Pamela Poulson & Lisa Napier swear by scrapbooking for stress relief**

**By Lauri McCreary  
Administrative Support**

Lee Ann Whitaker entered the elevators wearing a very fancy embroidered dress one night as I was leaving work at our main Salt Lake City office. I asked her about the dress.

Like many other Department of Human Services Employees, Whitaker has a hobby, something many of us do to relieve stress. A secretary for the Division of Aging and Adult Services, Whitaker performs with an international folk dance group.

"It is a great form of exercise. I also enjoy the pleasure that it brings to the audience," said Whitaker who has danced for more than 30 years. "Often we perform for nursing homes. It is a delight to see the animated reaction of the residents. Dancing also was terrific therapy when my husband passed away unexpectedly."

Several DHS employees enjoy scrapbooking and card making. Pamela Poulson, DHS

constituent services specialist, and Lisa Napier, office administrator for the Office of Technology, often complete projects during their lunch hour.

Napier got Poulson interested in the hobby several years ago. Together they explore the magic that can be worked with photos formerly stashed in boxes.

Both call the hobby a great stress reliever and a chance to build work friendships. They do special holiday projects and make gifts, photo albums, tags and cards for any occasion.

"We have learned a lot together and enjoy getting our minds away from work for a lunch hour here and there," Poulson said. "Sometimes the stresses of our jobs demand an outlet and this is also a good way to use our creative sides."

DHS administrative assistant Tina Braby squeezed in a lunch hour photo album that resulted in a great keepsake when DHS Executive Director Robin Arnold-Williams got a new puppy.

"At work I use my brain and when I get home, away from all the stress of the office, I like to use my hands," said David Kreifeldt from the DHS Office of Administrative Support. "Between making time for my family, including 14 grandchildren, and caring for elderly parents, I don't have as much time as I would like for my favorite hobby of woodworking. There are no disrupting phones in the shop and I can get lost in making Christmas presents for my children and grandchildren."

Grandson Dylan got a toy box, daughters'-in-law received picture frames and a "made to order" entry table went to his wife, Luana, who works for

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**Robin Arnold-Williams, Melody Morgan,  
Georgia Baddley & George Kelner**

## *From Robin's Pen*

### **Melody Morgan Selected DHS Manager of the Year**

Smiles broke out around the room as I began describing our DHS Manager of the Year in general terms. I always like to preserve the surprise as long as possible, but Melody Morgan's employees quickly realized their boss had won.

Melody is the Central Region Supervisor for the Division of Services for People With Disabilities and was a finalist for State Manager of the Year. Melody has been offered several opportunities to move up within her organization, but she repeatedly declines because she does not want to become detached from the people we serve.

Melody's employees nominated her.

Her team is constantly recognized for their outstanding efforts, yet she remains humble and modest about her accomplishments as she was when I presented the award. The first thing she said was she wanted to thank her staff, that they should be getting the award instead of her.

Melody consistently promotes and displays good judgment and strong skills in problem solving. She sees issues from all perspectives. Melody weighs information, using both common sense and policy to make the best decision. She treats everyone with respect, fairness and honesty.

Customer service is one of Melody's strengths. Internally, her customers are her staff. She strives to develop and maintain a positive and productive work environment. Externally, Melody sees her customers as being the people with disabilities and their families. She works tirelessly to meet their needs.

Melody's employees describe her as the "team glue" who holds them together. She's a good listener who is open to new ideas. She's also one of the first people to reach the office each morning and one of the last to leave. And when she's in her office, she is working all the time. Some employees believe she has a telephone "Velcro'd" to her ear.

Melody supervises a diverse team of people from various age groups, educational levels, lifestyles, religious beliefs, work history and professional backgrounds. Yet, employees say she makes them feel like a team despite their individual differences.

Melody is a wonderful example of the excellent and dedicated managers we have at Human Services. Please take time to congratulate her.

### **Apply for Jobs Online**

**By Jay Jensen, Human Resources**

Utah Department of Human Resource Management recently implemented a new online application system for every job seeker. This online application system is designed to give both state employees and the general public access to more job information and an easy way to apply for state jobs.

With Utah Job Match, you can view job announcements on the Internet. You may apply directly for jobs that match your interests and qualifications, answer job-related questions for specific job openings and have access to the system 24 hours a day, 7 days a week.

# Elizabeth Gonzalez Resolves Communications Barriers

**By Carol Sisco**  
**DHS Public Information**

Elizabeth Gonzalez was hired in the Office of Licensing's criminal background screening section to handle the mail and file. Her job took on a whole new dimension when people learned she was bilingual.

Some families who apply to become foster parents speak little or no English. Some licensors know a little Spanish but aren't fluent. Communication was often limited. Now Elizabeth steps in and translates.

But she doesn't just translate from Spanish to English and English to Spanish. She catches the nuances of cultural differences, bridging communication gaps as well.

"She went along with me to see one Spanish-speaking family who knew little English," recalled licensor Rachel Bicknell. "I speak a little Spanish. But Elizabeth was able to help me get down to nuance and meaning. She conveyed those meanings to me in a way I couldn't capture them alone. She also made the family comfortable."

Gonzalez knows what it's like to move to a new country with little understanding of the language. She left Mexico City at 19 to join her family who had already immigrated to the United States.

Just before leaving Mexico, Gonzalez took a "crash course" in English where she spent three months studying English six hours daily.

"I knew how to create sentences," she recalled. "But when it came to every-day talk, I wasn't any good at all."

She soon learned. Often it was figuring out little things like saying, "the car broke down" rather than "the car doesn't work."

"As I work with people I find it makes such a difference to listen," she said. "I don't assume I know what you're saying."

Gonzalez bought a DVD player with captions so she could hear and see English at the same time while she learned.



**Elizabeth Gonzalez translates document for Rachel Bicknell**

"I get the main essence of most things, but I was amazed at how much of conversation I miss," she said. "It's funny when you start learning a language and really must concentrate and think to do it right. Pretty soon you start thinking in English, but it's a progression."

Language often isn't the only barrier for families who apply to become foster parents.

"They don't understand the process," Gonzalez said. "They think if they bring in the paperwork that you'll give them a kid. They don't understand why it takes so long and why we need so much information."

Gonzalez talks to them about rules being in the best interest of children, that something has always happened that makes them necessary.

People mainly want her to listen to them. Sometimes they want her to help in the process. She gently explains that she is there to communicate, not to make decisions about whether they should receive a license or not.

"Elizabeth provides a service we really haven't had before," Bicknell said. "We've tried other things, but nothing worked nearly as well."



## George Kelner Named Acting Disabilities Director

George Kelner, a 21-year Department of Human Services employee, was appointed acting director of the Division of Services for People With Disabilities. Kelner replaces Fran Morse who resigned for health reasons.

"I hope to continue the progress Fran made moving people who desperately need services off the waiting list," Kelner said. "We hope to bring about 100 additional clients into service in the coming year."

"I want to thank Fran for her commitment and vision during a time when the division was under much scrutiny and has undergone significant change," Human Services Director Robin Arnold-Williams said in announcing the appointment. "I'm confident that George's leadership will continue to

move the division forward in meeting the needs of individuals with disabilities."

Kelner has been the associate director in

disabilities since 2000 and in the division since 1993 when he became research director. Prior to that he worked in Youth Corrections for 10 years, serving in a number of capacities.

Earlier in his career Kelner worked for Salt Lake County Mental Health, Primary Children's Hospital, the University of Utah and at Atascadero State Hospital in California.

Kelner graduated from the University of Utah with master's and doctorate degrees in educational psychology. His bachelor's degree, also from the U., is in recreation.



### Make A Difference: Donate Warm Coats, Hats, Mittens

Winter coats and other cold-weather items are being collected to help keep needy Utahns warm this winter. Clothing will be distributed to the needy Oct. 23 in celebration of National Make A Difference Day (MADD).

Make A Difference Day is a national day of helping others, a celebration of neighbors helping neighbors. Participants include the Division of Juvenile Justice Services (formerly Youth Corrections), Clearfield Job Corps Center, Utah Mentor Partnership, Utah Parent and Teachers Association, the United Way, the Swanson Foundation and others.

Donations are needed by Oct. 21. Juvenile Justice Services has drop off points statewide. Contact Juvenile Justice employees in your area or telephone:

Northern Utah: Jill Merritt, (801) 774-8767 ex. 510

Salt Lake Valley and surrounding area: Lisa Schauerhamer, (801) 284-0251

Southern Utah: Linda Campbell, (801) 491-0118

### Hobbies Reduce Stress...

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DCFS in Holladay. Kreifeldt looks forward to retiring in about a year when he'll have more time for those postponed bigger projects.

Tina Yazzie in the Office of Licensing makes Native American jewelry and beadwork

"I began to learn beadwork from my mother when I was 12 years old," said Yazzie who is Navajo. "She also tried to interest me in silver work. I wasn't very interested, however. Because my mother passed away when I was 18, I wish now I had been more interested."

Yazzie started making silver jewelry about four years ago.

"Living in a family of seven, silver work brings me peace and quiet for a few hours on Saturday," she said. "Silver work is a way for me to honor my mother's memory and express my heritage."

## Juvenile Justice Services Focuses on Diverting Youth, Not Locking Them Up After They Get In Trouble



**Ribbon cutting signifies opening of new Dixie Area Detention Center in Hurricane**

**By Carol Sisco  
DHS Public Information**

HURRICANE - Things are changing in Youth Corrections, which became the Division of Juvenile Justice Services July 1.

The new name speaks to the future of providing services to the entire juvenile justice system rather than focusing solely on locking kids up after they get into trouble, said Juvenile Justice Services Division Director Blake Chard who spoke at the June 1 Dixie Area Detention Center dedication.

“More emphasis has been placed on the front end of the system,” Chard said, “hoping to divert youth from even entering into the juvenile justice system.”

The challenge is to “take what we can learn from the past, evaluate what we are doing now and make the right decisions,” he continued.

The new facility is large enough for 64 beds but has 36 open now. If necessary, it can eventually expand to 96 beds.

The Legislature was extremely supportive when Human Services first sought a state of the art facility, Human Services Executive Director Robin Arnold-Williams said.

“We touch thousands of lives every year,” she said. “A building like this is a key component, but it is the people who work within it who make the difference. They help us meet our goal of improving



**Blake Chard & Robin  
Arnold-Williams preview  
time capsule contents**

the lives of people we serve. We do it one child and one youth at a time.”

Population growth in Washington County prompted the need to separate the youth crisis and detention centers into two facilities, said Juvenile Justice Services Board Chairman Eldon Money.

“I have no doubt that miracles will be worked within these walls,” added Board Member Jody Valentine.

### **Need A Boost?**

Are you dragging? Try these energy boosters:

1. Listen to favorite music.
2. Eat more fruits and vegetables.
3. Do something nice for yourself.
4. Increase contact with positive people.
5. Get eight hours of sleep.
6. Get 30 minutes of physical exercise daily.

adapted from [www.jongordon.com](http://www.jongordon.com)

# Senior Technology Showcase Simplifies Computer Use

**By Sheldon Elman**  
**Aging & Adult Services**

Utah has long been recognized as the state with the youngest population, but it also ranks sixth in the growth of its senior population and has the second highest life expectancy in the United States. In every age group over 60, Utah's population growth beats the national average by at least 25 percent. For the oldest group, those over 85, the increase was 60 percent, compared to 38 percent nationally.

By 2011, the time when 75 million baby boomers begin reaching 65, the number of individuals over 65 in Utah will more than double. By 2015, one Utahn will turn 65 every 23 minutes.

The rapidly growing population needs to know what services are available, and more are looking on the Internet for help. Surveys show that seniors want to use computers, but only 22 percent know how.

Help is on the way with the second Senior Technology Showcase planned Sept. 17 and 18 at Salt Lake Community College, 4600 S. Redwood Road, Salt Lake City.

The Senior Technology Showcase helps seniors learn how to use computer technology to remain engaged with their families, community and with their local, state and national governments. The showcase highlights many government web sites now available to help citizens obtain information and service. The Showcase also demonstrates how seniors and their families can successfully use computer technology to gain the information and products they need to make their retirement years more meaningful, enjoyable and productive.

Most seniors learn best by doing, so in addition to demonstrating the latest in computer technology, the showcase offers workshops where seniors try out computers, computer programs and access web sites; all in a senior-friendly environment. Demand was huge at the first showcase, especially for a



**Seniors learn computer techniques at the first Senior Technology Showcase**

digital photography class that constantly filled to capacity.

More than 2000 people attended last November's event with over 60 vendors and government organizations participating.

"I was surprised at how interested seniors were in knowing they could access the web site, follow the legislative process and easily communicate electronically with their elected officials," said Shelley Day, Information Consultant with the Office of Legislative Research and General Counsel.

State Library Program Specialist Jeri Openshaw was "surprised at the large number of seniors who visited our booth to learn how they could access the State Library's web site to explore the Internet."

Brandi Butler, Information Specialist for the University of Utah Health Sciences Center found "the showcase provided the center with an exciting and successful way of demonstrating to seniors how they could obtain reliable medical and drug information using the Health Science Center's web site."

If you or someone you know might be interested in attending, information is available at [www.seniortechshow.com](http://www.seniortechshow.com).



## Orin, Chartina Voorheis Enjoy the Simple Things

**By Steve Wrigley**  
**Disability Services**

*(Author's note: A year ago I met and interviewed an extraordinary couple, Orin and Chartina Voorheis, and wrote about them for the Human Touch. Here's the rest of their story.)*

Orin Voorheis, 27, lives with his wife Chartina in the basement of his parents' Pleasant Grove home. Like many of us, Orin dreamed of going to college, getting married, owning a home and having children.

At 19, Orin went on a LDS Mission to Buenos Aires, Argentina. Nine months later, while walking through a middle class neighborhood 20 miles south of Buenos Aires, a trio of three men held Orin and his companion at knifepoint, demanding that they empty their pockets. Orin was shot in the ensuing robbery and later given a 20 percent chance to live. As reported earlier, Orin beat those odds and then some.

Orin reached one of his dreams Dec. 26, 2002 when he married Chartina Jarrett. Chartina is a

history and academic studies teacher at Highland's Lone Peak High School. She was his neighbor and served as direct support staff for more than five years. They soon fell in love.

You can feel and see their love as Chartina tenderly helps Orin communicate his needs and desires to the



**Orin spends many hours painting birds, flowers & landscapes**



**Orin Voorheis surrounded by his wife, Chartina, and case manager Scott Meyers**

world. Orin radiates with joy as they look into one another's eyes, and Chartina calls him her "sweet-heart."

Married life has been good for Orin, encouraging and motivating him to strive even harder to achieve his full potential. The Voorheis' are so grateful for the help they receive. Throughout our interview, Chartina never spoke of the support she gives Orin as a burden but appeared to be grateful to be part of his life.

Orin's struggle in moving from being in a coma following the shooting to being a married man slowly coming back from what could have been a tragedy, inspires those who know and love him. Orin and his friends take life one day at a time. Orin finds joy in the little things such as being able to take more responsibility for his personal care and expressing his needs. What strikes one the most from being around them is their attitude about life.

"Being around them just seems to make you appreciate what you have and feel good," said Orin's case manager, Scott Meyers.

Orin started painting watercolors after the accident. His walls are now covered with paintings

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**One of Orin's ribbon-winning watercolors**

## **Orin, Chartina...**

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that reflect the beauty in nature. He won several ribbons in local county fairs and started a small watercolor greeting-card business, which he hopes will eventually provide extra income. Orin finds great joy in being able to produce something of such beauty to give to friends. It is a small way for him to give back to those who have given him so much.

Orin understands what you say. While he can't speak, he communicates through his eyes and with simple words expressed via sign language. Chartina understands him, serving as his voice, but always respecting his point of view.

Orin's ability to communicate through sign language greatly improved last past year when he received a DynaVox communication device that lets him independently express his desires and carry on conversations more independently.

Orin avoids living in an institution because a lot of people help him. He needs six hours of respite and supported living services daily while Chartina works. He also receives assistance from Chartina, his mother, the Division of Services for People with Disabilities, Home Health Services, BYU School of Nursing volunteers, and community support from friends and neighbors.

"Orin has a busy life," Chartina said. A typical week includes:

- Waking up at 5:30 a.m., eating breakfast and listening to scriptures in Spanish
- Home health aid arrives at 7:30 a.m. to dress him
- At 9:30 a.m. Mondays and Fridays a BYU nursing student provides occupational, physical and speech therapy
- Gym workouts Tuesday and painting Wednesday mornings
- Relaxes and has lunch from 11:30 a.m. to 2 p.m. daily
- More therapy from 2 to 4 p.m.
- Chartina gets home at 3:30 to fix dinner and feed Orin
- Thursdays Orin and Chartina attend the LDS Temple; other nights Chartina reads to him or they listen to music
- A home health aid gets him ready for bed at 6 p.m.

By 8:30 p.m. Orin is in bed, giving Chartina time for herself.

Orin's health has been up and down during the past year. His medically fragile condition requires close monitoring.

They appreciate the help they receive from Orin's family but would eventually like their own home. Both Orin and Chartina are working on his communication skills so that he'll be able to get out into the community more

"We just take life one day at a time trying to be positive in our attitudes," Chartina said.

## **The Human Touch**

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